



Desert plants are beautiful and SAVE WATER!!!

Office hours

Monday – Thursday
7:30 a.m. to 5:00 p.m.

Closed Fridays & Holidays

Visit www.hdwd.com for
the District Calendar.



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www.hdwd.com

*Serving You Today . . .
Planning for Tomorrow!*

Important Information for Customers



Hi-Desert Water District

Is an equal opportunity provider.

Welcome

Since its formation in 1962, the Hi-Desert Water District has been dedicated to providing safe-reliable water to its customers. The District serves over 56 square miles, which include the Town of Yucca Valley and unincorporated San Bernardino County.

Hi-Desert Water District serves over 24,000 customers with approximately 9,800 active service connections. All of the water consumed is pumped from the ground. The District has over 296 miles of pipeline, 16 storage tanks, and 13 wells with a production capacity of 7,000 gallons per minute.

The District is run by a five member Board of Directors who are elected by the people. The Board meets the 1st and 3rd Wednesday of each month at 6 p.m. at the District office. The public is welcome to attend.

District Projects

There are ongoing projects to maintain and improve the services we provide to the community and to preserve the quality of water supplies for years to come.

Capital Replacement Program

The District is replacing old pipeline in the water system. The program has been in place since 1997 and has replaced over 480,000 linear feet of pipeline.

In addition the District replaces lateral service lines and is in the process of completing a new well to be called #20W. The District also is implementing a reservoir rehabilitation program.

Water Recharge Program

The District purchases water from the Mojave Water Agency, a State Water Project contractor, and receives it through the Morongo Basin Pipeline, a 71 mile pipeline from Hesperia which is fed by the Sacramento Delta. Water is then recharged into our groundwater aquifers through percolation at recharge ponds.

Groundwater Management/Protection

The District, in partnership with the United State Geological Survey (USGS), continually monitors the groundwater aquifers. There are five sub-basins in the Hi-Desert Water District located in the base of the valley, under the downtown area of Yucca Valley.

Meter Replacement Program

As meters age, they slow down. To assure accurate accounting for water delivered to our customers, the District replaces meters over a 2,500 reading.

Backflow/Cross Connection Program

This program protects the water system from the reversal of flow of non-potable water through cross-connections.

Wastewater Treatment and Water Reclamation

The Hi-Desert Water District is currently in the planning stages of bringing a centralized wastewater treatment and water reclamation facility to the community of Yucca Valley to protect the groundwater from the discharge from septic systems.

For more information visit www.hdwd.com.

Water Use Restrictions

Ordinance 68

- No washing of sidewalks, walkways, driveways, etc. unless required by a regulatory agency for health or safety reasons;
- No water shall be used to fill, clean, operate or maintain levels in decorative ponds unless water is part of a recycling system;
- No person shall knowingly permit water to leak from any facility within his/her premises;
- Between May 1 and September 20— water of exterior landscaping is prohibited between 9 a.m. and 5 p.m.
- Watering shall not exceed three (3) days a week.
- Potable water shall not be used to maintain dirt roads without approval of the District.
- Water for construction purposes must be used in an efficient manner and may not result in run-off.
- Restaurants shall provide water to customers upon request only.
- Vehicles may only be washed with a hose equipped with an automatic shut-off valve and a bucket. Water may be used for quick rinse.
- No water is permitted to run-off onto hardscape, driveways, streets, adjacent lands, or into gutters.

Conserve water because it is the right thing to do for **our future** and **our children**. Look for ways to **conserve water in your home**.

Important Information for Customers

The District prides itself on quality customer service and community involvement. A variety of programs are available to our customers.

Auto-Pay Program

The District offers auto bill payment, where your payment will be automatically deducted from your account of choice on the day the bill is due. Customers still receive a bill with time to review the charges before the payment is processed. This program saves time and may save late fees. In addition, this program reduces the District's administrative costs to process payments. To sign-up simply complete the online Auto-Pay application at www.hdwd.com.



Demonstration Garden at HDWD

Online Bill Payment

Bills can be paid online at www.hdwd.com with a credit card or checking account.

Water Bills

Water service is billed monthly. It is the responsibility of the customer to pay the water bill each month, whether or not a bill has been received. Customers who do not receive a bill should contact the District.

Late Fees

A \$10 or 10% late fee (whichever is greater) is assessed on accounts that are not paid in full within 30 days of the billing date.

Lock-off for Non-pay

Water meters are locked off for non-payment after 40 days from the original billing date. Prior to lock-off the District will attempt to contact the customer by telephone. Please make sure we have your current phone number.

A \$60.00 fee will be charged in addition to the past due charges, prior to restoration of water service. After hours reconnect is available for an additional fee of \$80.00.

Meters locked off for non-pay shall not be unlocked except by a District representative. Tampering with a meter will result in an estimated bill of the usage, a double deposit, and the charges for material and labor resulting from the tampering of the meter.

Guarantee Deposit

Deposits are collected to establish an account where no previous credit history is available or if the credit history is insufficient to guarantee the account.

Accounts locked-off for non-pay will be required to give a deposit of \$250.00 if no deposit exists. Deposits are refunded after 12 months of good payment history with no lock-offs, returned checks, or no more than three delinquent notices.

Rules & Regulations

Customers are subject to the Rules & Regulations for Water Service as contained in the District Code, available at www.hdwd.com.

Meter Accuracy

Meters slow down as they age. Any customer may request the meter be tested at the customer's expense. If the meter is found to have slowed down, the District may estimate past bills to account for the inaccuracy and will replace the meter.

Discontinuation of Service

It is the responsibility of the customer to notify the District in writing to discontinue service. Unless a turn-off request is ordered, the customer is responsible for any continued water usage and service fees.

Household Water Awareness Program (FREE Water Use Audits)

The District provides a FREE water audit service to customers to promote water conservation. A Field Service Representative will visit your home or business to help assess the cause of high water bills and provide water savings tips. Call customer service to set an appointment at (760) 365-8333.

Tours

The District hosts FREE tours of the water District to its customers. Tours are scheduled each year. Special group tours are also available for organizations and schools. Learn what it takes to bring water to the tap. For information email: info@hdwd.com or call 760.228.6267.



Visit us online at www.hdwd.com!